

Product Number: 2321.05.09

PDA GROUPWISE SYNCHRONIZATION

Effective Date: July 01, 2008
Revision Date: August 26, 2008
Version: 001
Product Manager: Linda Schiele
Phone: 801-538-3538
E-mail: lschiele@utah.gov

DTS provides support for handheld devices through Novell GroupWise Mobile Server (GMS) and BlackBerry Enterprise Server (BES) for GroupWise. Users can synchronize e-mail, calendar, contacts, notes and tasks between the device of their choice and Novell GroupWise email services.

PDA GROUPWISE SYNCHRONIZATION FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Access to Email on PDA and Blackberry devices.	<ul style="list-style-type: none">• Wireless synchronization of Novell GroupWise Utah.gov email accounts to PDA and Blackberry devices.• Keep up to date with secure access to e-mail, calendar, and contacts.• Access to GroupWise Instant Messenger.• Data is pushed to the mobile device through a wireless carrier as soon as it arrives in the user's inbox.
Multiple Platform PDA Support	<ul style="list-style-type: none">• BES support of all Blackberry Models;• GMS supports all Palm, Windows Mobile 5 and 6, Windows CE, Smartphones, Qphones, etc.
Secure Encryption	<ul style="list-style-type: none">• The BlackBerry wireless solution is designed to ensure security over a wireless network.• Data sent between the BlackBerry Wireless Handheld and company LAN is encrypted using a Triple Data Encryption Standard (DTS) algorithm.
Loss and Theft Protection	<ul style="list-style-type: none">• Remotely deactivate devices and destroy data when a user leaves a device behind in an airport, taxi or anywhere else.• Report lost devices immediately.• Deactivation must be done before the battery drains.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Device and Provider Selection	Agency is responsible for selecting a phone provider and the model, ordering the phone, and selecting and ordering the Voice and DTS plan.
I-phones	I-phones are not supported on the GMS server. This is because Apple has not released it to work with third-party software yet.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
PDA GroupWise Synch	Rate set to cover costs of BES and GMS Hardware, Software, Licensing, Technical support contracts, staff.	\$11.00/device/month

ORDERING AND PROVISIONING

To request PDA GroupWise Synchronization, contact the DTS Help Desk 538-3440 and open a request for the service, or contact the DTS [Customer Relationship Manager](http://dts.utah.gov/services/enterprise/forms/wireless/blackberry/blackberry_enterprise_server/index.php) (CRM) for your agency. A request can also be completed Online at:
http://dts.utah.gov/services/enterprise/forms/wireless/blackberry/blackberry_enterprise_server/index.php

DTS RESPONSIBILITIES

Provide 24x7 support for questions and/or problems through the DTS Help Desk.

Maintain applicable vendor contracts.

Notify customers through the DTS product website of any changes to the product.

Notify customer via the Remedy Help Desk bulletin board service should the product become unavailable for any reason.

AGENCY RESPONSIBILITIES

Verify the billing statement is correct each month and submit any questions via a Remedy ticket through the DTS Help Desk.

Open Helpdesk tickets for device changes, upgrades, troubleshooting.
Notify DTS when service is stopped.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied